



BOARD OF EQUALIZATION

**CUSTOMER SERVICES AND ADMINISTRATIVE  
EFFICIENCY COMMITTEE MEETING MINUTES**HONORABLE MICHELLE STEEL, COMMITTEE CHAIR  
450 N STREET, SACRAMENTO

SEPTEMBER 13, 2012, 9:30 A.M.

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**ACTION ITEMS & STATUS REPORT ITEMS****Agenda Item No: 1****Title:**

Resolution Honoring Board of Equalization Taxpayers during National Customer Service Week.

**Issue/Topic:**

Resolution by the Board of Equalization to its taxpayers in honor of National Customer Service Week.

**Committee Discussion:**

Committee Chair Michelle Steel opened the Committee meeting by introducing the agenda item and asked staff to give their report.

Mr. Jaime Garza, Deputy Director, External Affairs Department, introduced Ms. Cynthia Bridges, Executive Director, Board of Equalization.

Ms. Bridges read the Resolution and concluded by asking if there were any questions.

Chairman Jerome Horton expressed his appreciation to the staff for their dedication to customer service and excellent presentation.

Committee Chair Michelle Steel thanked the staff for their hard work and for keeping the focus on the taxpayer. She also thanked the taxpayers for their compliance with the tax law.

Committee Chair Michelle Steel adjourned the meeting.

**Committee Action/Recommendation/Direction:****Committee Materials:**

Resolution

Approved:                     /s/ Michelle Steel                      
Michelle Steel, Committee Chair

                    /s/ Cynthia Bridges                      
Cynthia Bridges, Executive Director

At the September 13, 2012 Board Meeting

                    /s/ Joann Richmond                      
Joann Richmond, Chief  
Board Proceedings Division